Hotpoint Service and Spares

FOR SERVICE: If you have a problem with your appliance ring your local Service Office.
FOR SPARES and ACCESSORIES: To purchase spares and accessories send your Accessories Order Form to your Spares Centre. If the accessory or spare part you want is not on the form, contact your Spares Centre for prices and availability.
Please address all correspondence to Hotpoint Spares Centre or Hotpoint Service Office as applicable.

Service Offices and Spares Centres are open between 8.00am-5.00pm Monday to Friday, except on Public Holidays. 8.30am-12.30pm on Saturdays.

■ Service Office and Spares Centre
● Service Office only

EAST
- ● **ESSEX:** Industrial Buildings, Beehive Lane, Chelmsford, CM2 9TE. Post Codes RM & IG Tel: (0245) 492433 Remainder of Essex Tel: (0245) 269331
- ■ **PETERBOROUGH:** Celta Road, PE2 9JB. Tel: (0733) 64741
  For Spares: Spares Administration Dept. Tel: (0733) 556520

LONDON
- ■ **HARROW:** Unit 10, Crystal Way, Harrow, Middlesex HA1 2HP. Tel: 081-863 3636

MIDLANDS
- ■ **BIRMINGHAM:** Westgate, Aldridge, W Midlands, WS9 8UX.
  For Service: Post Codes B Tel: (0922) 743374 All other Post Codes Tel: (0922) 743376
  For Spares: Tel: (0922) 743377
- ■ **NOTTINGHAM:** Ashling Street, NG2 3JB.
  For Service: Tel: (0602) 862431/864322 For Spares Tel: (0602) 860387
- ● **STOKE:** West Ave, Nelson Estate, Talke, ST7 1TN. Tel: (0782) 774511

NORTH EAST
- ● **WASHINGTON:** 8 Bede House, Tower Road, Glover Est, District 11, NE37 2SH. Tel: 091-417 3500/419 3535
- ■ **WETHERBY:** Sandbeck Lane, LS22 4TW.
  For Service: Tel: (0937) 581261/581444 For Spares Tel: (0937) 581221

NORTH WEST
- ● **KENDAL:** Mumford House, 26 Highgate, LA9 4SX. Tel: (0539) 724483
- ■ **MANCHESTER:** 44/46 Station Road, Heaton Mersey, Stockport, SK4 3QT.
  For Service: Manchester North Tel: 061-432 0513 Manchester South Tel: 061-442 8677
  For Spares: Tel: 061-432 0255
- ● **NETHERTON:** 7 Bridle Way, Merseyside. Tel: 051-525 2342/524 2339

SCOTLAND
- ● **ABERDEEN:** Holbeck House, 68 Carden Place, AB1 1UL. Tel: (0224) 642283
- ● **EDINBURGH:** 35 West Bowling Green Street, Leith, EH6 5NX. Tel: 031-554 1431
- ■ **RENFREW:** West Lodge Road, Blythswood Estate, PA4 9EN.
  For Service: Tel: 041-886 6241 For Spares Tel: 041-886 5611

SOUTH
- ■ **KENT:** Larkfield Trading Est, New Hythe Lane, Larkfield, ME20 6SW.
  For Service: CT, DA, ME & TN Kent Post Codes Tel: (0622) 716571 CR, KT, RH, SM Surrey & BR Kent Post Codes (0622) 790707 GU Post Codes in Surrey Tel Southampton (0703) 667374
  For Spares: Tel: (0622) 716631
- ■ **SOUTHAMPTON:** Unit R, S Hampshire Ind Park, Salisbury Rd, Totton. SO40 3SA.
  For Service: Tel: (0703) 861981/667374 For Spares Tel: (0703) 867933
- ● **SUSSEX:** 1 Kingswood, North St, Hailsham, BN27 1DQ. Tel: (0323) 842733
- ● **PLYMOUTH:** 69 Mutley Plain, PL4 6JH. Tel: (0752) 262631

WALES
- ● **NORTH:** Conwy Rd, Llandudno Junction, LL31 9RE. Tel: (0492) 573536
- ■ **SOUTH:** 18 Western Ave, Bridgend Ind. Estate, Bridgend, CF31 3SL.
  For Service: Post Codes CF, SA & SY23-25 Tel: (0656) 664121 Post Codes BS, GL (not 55), HR, SY15-18, LD1-8, NP. Tel: (0656) 655554
  For Spares: Tel: (0656) 766111

IRELAND
- ● **NORTHERN:** 256 Ormeau Road, Belfast, BT7 2FZ. Tel: (0232) 647111
- ■ **EIRE:** 49 Airways Ind. Estate, Dublin 17.
  For Service: Tel: Dublin 426088
  For Spares: Tel: Dublin 426836

CHANNEL ISLANDS – Service provided by Agents. Normal Guarantees apply and all Service Schemes are available.
- **JERSEY:** 19 Don Street, St. Helier. Tel: (0534) 21625
  or Clos D'Ormes, Pontac, St Clements. Tel: (0534) 54808
- **GUERNSEY & SARK:** Valpys Stores, Grande Rue, St Martins, Guernsey. Tel: (0481) 38422
  or Barras Lane, Vale. Tel: (0481) 51610
- **ALDERNEY:** 32 High Street, Tel: (0481) 822686

ISLE OF MAN – Service provided by Agents. Normal Guarantees apply and all Service Schemes are available
- from 5 Drumgold St., Douglas. Tel: (0624) 673233
- or Tromode Works, Cronkbourne Village, Douglas, Tel: (0624) 676066
- or 17 Ridgeway Street, Douglas, Tel: (0624) 25811/25848

SHETLAND, ORKNEY & WESTERN ISLES – Service provided by Agents. Normal Guarantees apply, but Service Schemes are NOT available.
- **SHETLAND:** Fort Road, Lerwick. Tel: (0595) 2557
- **ORKNEYS:** Hatstone Ind. Estate, Kirkwall. Tel: (0856) 5457
- **WESTERN ISLES:** 27 Bayhead Street, Stornoway, Isle of Lewis Tel: (0851) 3387
- **OTHER ISLANDS:** Local Hydro Electric Shops.
- **EXCEPT ARRAN, BUTE & SKYE** – Which are covered by Hotpoint.

In accordance with its policy of progressive product design, the Company reserves the right to alter specifications.

Hotpoint Ltd, Peterborough, PE2 9JB, England
016/4198/33/1
Printed in England I 94

USER HANDBOOK – MODEL WM33

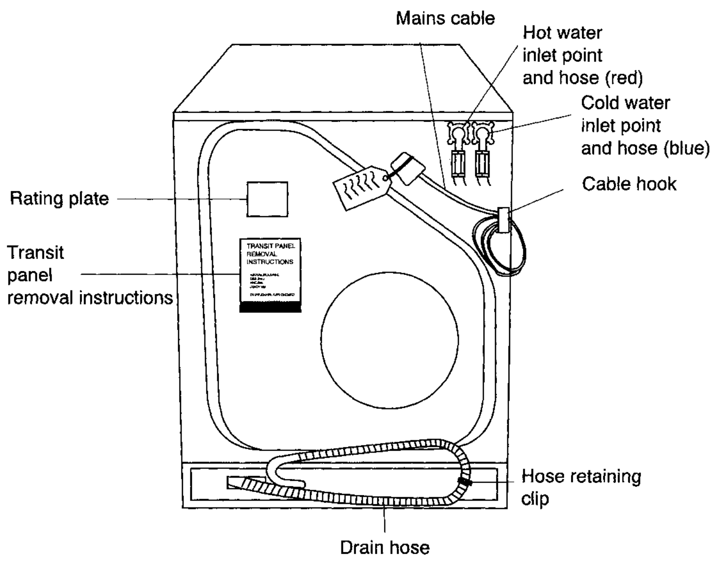
Contents

Hotpoint®

Before you operate your Washing Machine

1. Make sure that your machine is correctly installed.
Follow the Installation Instructions supplied with the machine.
If the Installation Instructions are missing, please contact your nearest Hotpoint Spares Centre (see back page).

2. REMOVE THE TRANSIT BRACKET.
YOU MUST NOT OPERATE THE MACHINE WITH THIS BRACKET IN PLACE.
Disconnect the machine from the electricity supply then follow the procedure as shown on the label on the back of the machine.



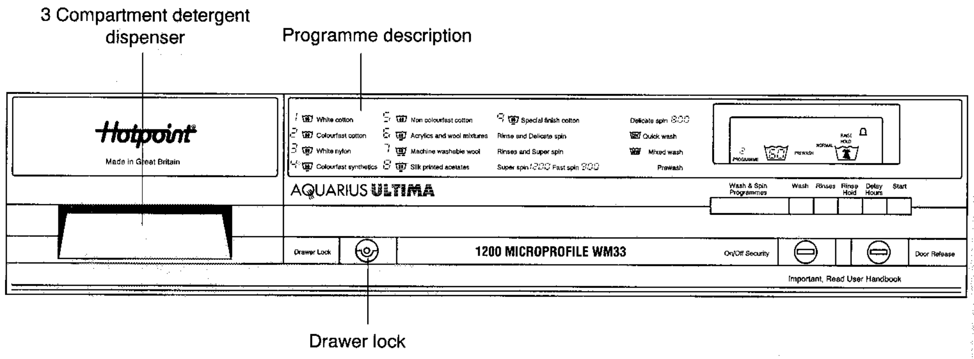
After the transit bracket has been removed it is normal for the door seal to appear creased. This will not impair the function of the machine.

3. Read these Instructions **before** using your machine.

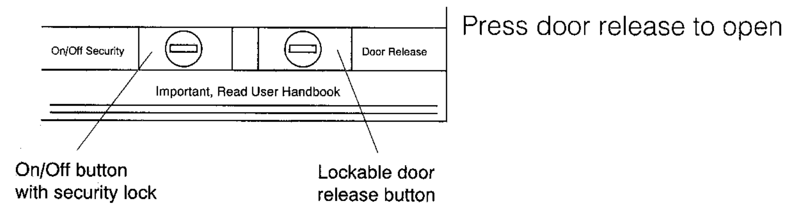
NOTE: Do not sit or stand on top of your washing machine; you could injure yourself or damage the machine by such abuse.

WARNING: CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS.

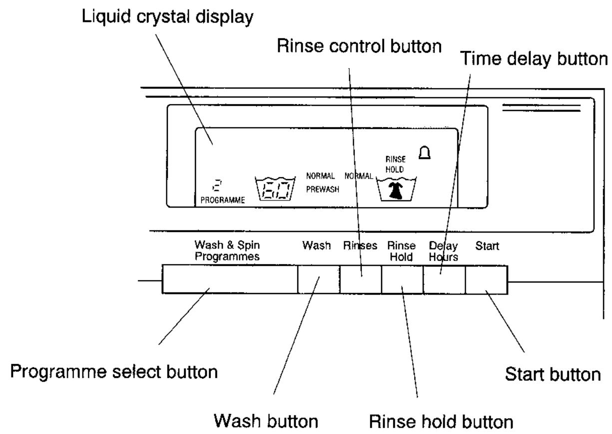
Know your Machine



How to open the door

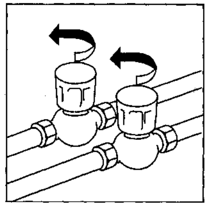


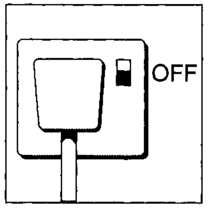
Programme Selector



How to do a wash

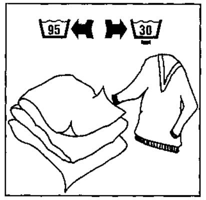
BEFORE THE WASH

1. 
Turn on hot and cold water
Hot water should ideally be at 60°C (140°F) and **must not** be above 70°C (160°F).

2. 

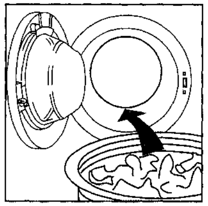
Plug in, switch on electricity

WARNING: ENSURE HANDS ARE DRY.

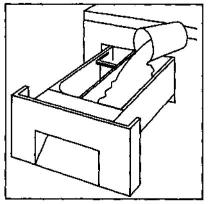
3. 

Sort your laundry
See page 7

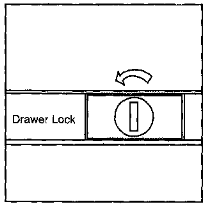
Make up a load of similar fabrics

4. 
Load the machine
See page 9

Don't overload the machine

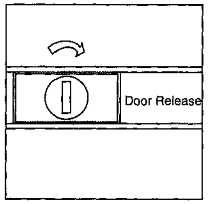
5. 
Add detergent and fabric conditioner

See pages 10 and 11

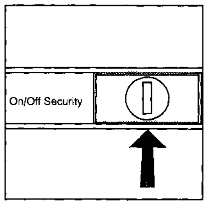
6. 

Lock the Dispenser Drawer (if required)

Turn the drawer lock in a 90° anti-clockwise direction. See page 11

7. **Lock the Door Release Button (if required)**


Turn button clockwise to horizontal position. It is recommended that the Door Release Button is locked if children are in the vicinity. See page 12

8. **Switch on the machine**


Press in the On/Off button. See page 12

Hotpoint Service Cover

Satisfaction Guaranteed or Your Money Back

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise – valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance just call your Hotpoint Service Office (details in your telephone directory and the appliance instruction book). If necessary we will arrange for an engineer to call. If the technical problem is not resolved by us under this Guarantee, Hotpoint will replace your appliance or, if you prefer, give you your money back. Your statutory rights are not affected and the Guarantee is additional and subject to the terms of Hotpoint's Five Year Parts Guarantee.

Hotpoint's Free Five Year Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for **FIVE YEARS**.

- In the Five Years all replacement parts are **FREE** provided they are fitted by our own Service Engineer. During the first year our Engineer's time and labour is also free.
- After the first year we will charge for our Engineer's time and labour. We do, however, operate a range of Service Plans (see opposite) which for an annual payment enables you to cover any repair costs which may be necessary.
- All of our service repairs are guaranteed for twelve months in respect of our labour and any parts fitted.
- The appliance must be used in the United Kingdom and must not be tampered with or taken apart by anyone other than our own Service Engineer.
- You may, however, buy parts which can be safely fitted without specialist knowledge or equipment. The correct fitting of such parts, provided they are genuine Hotpoint spares, will not affect your Guarantee. Parts are available from our main Hotpoint Spares Centres.
- Our Guarantee does not cover the cost of any repair, or loss of food in refrigeration products, due to power failure, accidents or misuse. Nor does it cover the cost of any visit to advise you on the use of the appliance. Please read thoroughly the instruction book supplied with the appliance.
- If at any time during the Guarantee period we are unable to repair your appliance, we will refund any repair costs paid to us in the previous twelve months. We will also offer you a new appliance at a reduced charge instead of a repair.
- Our Guarantee is in addition to and does not affect your legal rights.
- Should you need independent advice on your consumer rights, help is available from your Consumer Advice Centre, Law Centre, Trading Standards Department and Citizens Advice Bureau.
- All Hotpoint servicing is done by our own Service Organisation located throughout the United Kingdom and Eire. We will be happy to deal with any problems.

Hotpoint's Service Care

Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint has a range of Service Plans to give you complete peace of mind. They enable you to extend your one year labour guarantee so that you can have repairs completed FREE during the membership period.

Service Cover

A single payment covers you for all repairs during the period of cover, which can be from 1 to 4 years. Service Cover also includes loss of food up to the value of £250 in refrigeration appliances. There is also an option of Service Cover with Maintenance at an additional cost. This includes an annual Electrical and Safety check and replacement of any parts as necessary.

Kitchen Cover

An annual payment covers you for all repairs for all your Hotpoint appliances which are less than 10 years old. It also covers the cost of loss of food up to £250 in our refrigeration and freezer products. There is also the option of Kitchen Cover with Maintenance at an additional cost. Any additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover will automatically be included during the annual period of cover without further charge. Full details of these Service Plans are provided in the User Handbook supplied with your Hotpoint product or from any Hotpoint Service Office.

Appliance Registration

To ensure that you have the opportunity to benefit from any of the above Service Schemes you should complete and return immediately the Appliance Registration Form supplied with your appliance. Full details and costs of our Service Schemes together with an application form will be sent to you at the end of the first year of the guarantee.

Annual Safety/Maintenance Checks

Hotpoint strongly recommends that all its appliances are regularly checked for electrical and mechanical safety whether or not they are covered by a Service Plan. Worn door gaskets or hoses may cause a leak on an appliance which could become dangerous if neglected.

Proof of Purchase

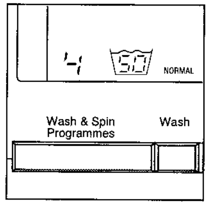
For future reference please attach your purchase receipt to this booklet and keep it in a safe place.

Spares and Accessories

Spares and accessories can be ordered from your local Hotpoint Spares Centre (listed on the back page), using the order form enclosed.

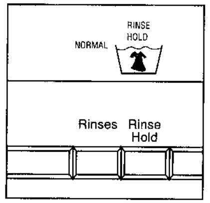
NOTE: Our Engineer will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work but in locations where the Engineer advises you that it will be impossible to move the appliance without risk of damage, he will only proceed with your approval that no liability is accepted.

9. Select relevant Wash and Spin Programme and Wash



Press in the Wash and Spin Programme Selector button until the required programme shows in the display. Then press the Wash button until relevant wash type shows in the display.
See pages 12 and 13

10. Select optional wash features if required

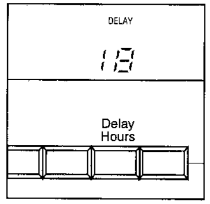


Rinses – select normal, extra or reduced.
See page 15.

Rinse Hold – stops during final rinse Rinse Hold light will flash. To continue press Rinse Hold button.
See page 15.

Rinse Hold – cannot be selected on Programme 7 – Wool Wash

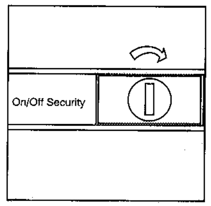
11. Select Delay Hours if required



Delay hours – Delays the time you wish the programme to finish.
See page 15.

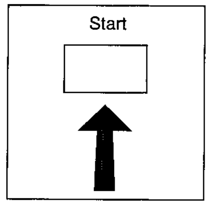
During the delay period the delay time will flash on and off the display screen

12. Lock the On/Off button



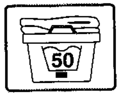
Turn the On/Off Security button in a 90° clockwise direction to a horizontal position eg ⊖

13. Start the machine



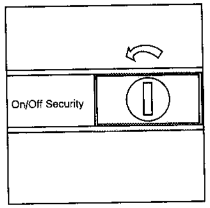
Press the Start button.
See page 16

NOTE: If the door has not been closed *after* the programme has been started an audible warning will be given and 'door open' will appear on the display. Close the door to proceed with the programme.



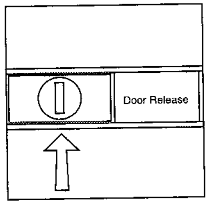
AFTER THE WASH

14. Release the On/Off button



When the display shows the programme has finished (display sequence ending in END).
Turn On/Off button 90° anti-clockwise and release button to switch off machine.
See page 12.

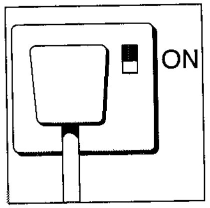
15. Unlock the Door Release Button (if applicable) Press Door Release button and remove laundry



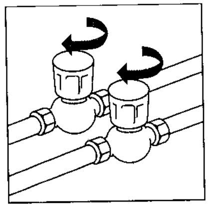
For safety reasons the door remains locked whilst the drum is rotating.

16. Switch off electricity

WARNING: WHEN SWITCHING ELECTRICITY OR MACHINE ON OR OFF, PLEASE ENSURE THAT YOUR HANDS ARE DRY.



Turn off water



WARNING: IT IS POSSIBLE FOR CHILDREN TO CLIMB INTO WASHING MACHINES AND INJURE THEMSELVES. ALWAYS SWITCH ELECTRICITY OFF AT THE SOCKET AND REMOVE PLUG AFTER USE.

If it still won't work . . .

Contact your local Service Office

If something is still wrong with your machine after you've been through the check-lists:

1. Switch off and unplug your machine from the mains.
2. Turn off hot and cold taps.
3. Call your nearest Hotpoint Service Office or local importer (outside the UK). The telephone number is shown on the back page. Note down the number here for convenience:

....

When you contact us we will want to know the following:

1. Your name, address and post code.
2. Your telephone number.
3. Clear and concise details of the fault.
4. The model number of your machine (WM33 for this machine), the serial number (found on the inside of the door) and the colour.
5. The date of purchase. Enter the date here:

....

6. If you have taken out a Hotpoint Service Cover Plan.

Please make sure you have all these details ready when you call.

Emergency door opening

If the machine is full of water with your clothes inside, you can open the door by following these instructions. You will need a bucket. First you have to empty some of the water, so that the safety latch will release the door.

1. Turn off the hot and cold taps, switch off the electricity and unplug the machine. Do not use machine again until the Service Engineer has called.
2. Pull out the machine so that you can get at the back of it.
3. Place the end of the Hose in a bucket to drain the water. Draw off about two bucketfuls.

WARNING: BE CAREFUL, THE WATER MAY BE VERY HOT.

4. When sufficient water has been removed you will be able to open the door.

Retention of this Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.
If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.
If the Book is lost or damaged a copy may be obtained from Hotpoint Ltd, Celta Road, Peterborough, PE2 9JB.

The door won't open	Has the door lock been set, see page 12. **Is the door locked?** **Has the programme finished?** ⇨ ⇨ ⇨ ⇨ END appears in the Programme Display. **Could it be on Rinse Hold?** **Is there water still in the machine?** Check your drain outlet and waste pipe connections. If your waste installation is wrong, water could be running back into the machine causing the door to lock! Spin out and try again. Emergency door opening procedure is explained on page 23.
The clothes are not dry enough	**Did you select the right programme for the type of fabric?** Did the water pump out? (Check waste plumbing arrangements.)
Machine takes a long time	Have you selected a hot wash? See page 17. Hot programmes can take a long time, especially if the water has to be heated up from cold. Other things that can lengthen the programme are: – Prewash – Low water pressure – Modifying your machine to cold fill only
The clothes are not clean	**Did you select the correct programme?** (Try a prewash next time and the correct wash programme.) **Did you use the correct quantity of detergent?** (See page 10.) **Were the clothes very dirty?** Try using Normal Prewash and Profile Prewash Wash options for maximum cleaning of oily/greasy stains. (See page 14.) **Did you select the correct wash options?** **Was the machine overloaded?** Good wash results are only obtainable with the recommended wash load.

IF YOU INSTALL YOUR MACHINE CORRECTLY AND FOLLOW THE USER INSTRUCTIONS SUPPLIED, YOU ARE UNLIKELY TO EXPERIENCE DIFFICULTIES.

'E' has appeared in the Programme Display	**Press the 'On/Off' button to switch the machine off.** After a few seconds switch on and try to reset your programme. If the 'E' persists, switch the machine off, unplug and follow the advice given below.
Audible warning given after a programme has started	Door has not been closed properly.

Sorting your laundry/Programme Guide

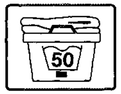
Wash Programmes

Programme Display	Wash Codes New	Wash Codes Old	Fabric	Wash Temp°C	Maximum Full Load	Max Load when selecting Reduced Rinses	Rinses Option	Rinse Hold	Spin speed rpm
Quick Wash	QW	–	Lightly soiled items only – Not woollens	Light only	0.9kg 2lb	–	Normal only	Optional	800
Mixed Wash	QW		All fabric types except those covered by 7, 8 & 9 and non colourfast items	Normal 40 only	3kg 6.6lb	1kg 2lb	Normal Reduced Extra	Optional	800
1	95	1/95	White Cotton and linen without special finishes	Normal 95 Profile 60 Light 60 Normal Prewash 95 Profile Prewash 60	5.5kg 12lb	2.75kg 6lb	Normal Reduced Extra	Optional	1200
2	60	2/60	Colourfast cotton, linen or viscose without special finishes	Normal 60 Profile 50 Light 50 Normal Prewash 60 Profile Prewash 50	5.5kg 12lb	2.75kg 6lb	Normal Reduced Extra	Optional	1200
3	60	3/60	White nylon, white polyester/cotton mixtures	Normal 60 Profile 50 Light 50 Normal Prewash 60 Profile Prewash 50	3kg 6.6lb	1kg 2lb	Normal Reduced Extra	Optional	800
4	50	4/50	Coloured nylon, polyester, acrylic/cotton mixtures, cotton or viscose with special finishes (eg. drip dry), coloured polyester/cotton mixtures.	Normal 50 Profile 45 Light 45 Normal Prewash 50 Profile Prewash 45	3kg 6.6lb	1kg 2lb	Normal Reduced Extra	Optional	800
5	40	5/40	Non-colourfast cotton, linen and viscose	Normal 40 Profile 35 Light 35 Normal Prewash 40 Profile Prewash 35	5.5kg 12lb	2.75kg 6lb	Normal Reduced Extra	Optional	1200
6	40	6/40	Acrylics, acetates and tri-acetates, blends of these fabrics with wool, polyester/wool	Normal 40 Profile 35 Light 35 Normal Prewash 40 Profile Prewash 35	3kg 6.6lb	1kg 2lb	Normal Reduced Extra	Optional	800
7	40	7/40	Woollen blankets, wool mixtures with cotton or rayon, silk	Normal 40 Profile 35 Light 35	2.75kg 5lb Wash blankets singly	–	Normal only	No	900
			Shrink-resistant machine-washable and Superwash Woolmark garments	Normal 40	1.4kg 3lb	–	Normal only	No	900
8	30	8/30	Silk and printed acetate fabrics with colours not fast at 40°C	Normal 30 Profile 30 Light 30 Normal Prewash 30 Profile Prewash 30	1.8kg 4lb	1kg 2lb	Normal Reduced Extra	Optional	800
9	95	9/95	Cotton articles with special finishes capable of being boiled but requiring rip drying	Normal 95 Profile 60 Light 60 Normal Prewash 95 Profile Prewash 60	1.8kg 4lb	1kg 2lb	Normal Reduced Extra	Optional	800

Rinse and Spin Programmes

Programme Display	Fabric	Max Dry Weight Load	Rinse Hold
Rinse and Delicate Spin 800rpm	Delicates 3 4 6 8 9	3kg 6.5lb	Select to minimise creasing
3 Rinses and Super Spin 1200rpm	Natural 1 2 5	5.5kg 12kg	Select to minimise creasing
Spin Speeds: Super Spin – 1200rpm	Natural 1 2 5	5.5kg 12lb	Not Applicable
Fast Spin – 900rpm (long)	Natural 1 2 5 Machine washable wool	5.5kg/12lb 2.7kg 6lb/1.4kg 3lb	Not Applicable
Delicate Spin – 800rpm (short)	Delicates 3 4 6 8 9	3kg 6.5lb	Not Applicable

NOTE: Do not rinse woollens or other hand wash only items.



WASHING:

It is advisable to separate light and dark colours. There are often other symbols on the garment label.

Hand wash only.

Do not machine or hand wash.

Dry Cleaning:

(A) (F) (P) All of these are dry cleaning symbols. The letters are to instruct the cleaner what type of solvent should be used. **Garments bearing these symbols should not be washed in your machine, unless the label says otherwise.**

Do not dry clean.

Bleaching:

CI Bleach may be used. In this case the letters 'CL' show that a chlorine household bleach such as Domestos can be used. NB This applies to hand washing only. **Do not use bleach in your machine.**

Do not bleach.

NOTE: Do not wash non-colourfast items, woollens or really dirty clothes in a mixed load.

Woollens

Machine-washable woollens may be washed on programme 40, but remember:

1. Limit the load to 1.4kg (3lb).
2. Do not use a Prewash (soaking may harm woollens).
3. Do not tumble dry.

Do not machine wash woollens which don't have a Washcare label or any label stating they are machine washable.

NOTE: Some 'woollens' are not made of wool at all but acrylic, which should be washed on programme 6. Check the label to make sure.

Pre-treating dirt and stains

Brush a little washing detergent dissolved in water onto stains like collars and cuffs to help shift the dirt.

Treat stains Immediately

Plunge the stained area into **cold** water, or sponge it down. This prevents the stain from setting. Wash as soon as possible afterwards.

Nappies: Scrape off any excess baby cream, such as Vaseline® from the nappies before washing. Use a Prewash programme (page 12) to prevent the cream being transferred to other items in the wash.

Pockets and Zips

DO MAKE SURE ALL YOUR POCKETS ARE EMPTY.

Tissues can disintegrate and cover all your washing.

Sharp objects like coins and keys can damage clothes and the machine.

Close all zips and tie belts and strings to prevent tangling.

It's stopped in mid programme	After the initial fill, the machine may sometimes pause while the heater comes into operation. It should continue after the selected temperature is reached. **Is the 'Rinse Hold' light in the Progress Display flashing?** If so, press the Rinse Hold button and the machine will continue (see page 15)
Steam is coming out of the detergent dispenser drawer	During HOT washes the machine is designed to vent steam from the dispenser drawer and this is quite normal.
Water flowing into the machine and out of the drain hose at the same time	Is the drain standpipe at least 500mm (20in) above floor level? See Installation Instructions booklet. Has the drain hose been pushed down the standpipe more than 50mm (2in)? If so, then raise it.
Suds are coming out from the detergent dispenser	Did you use the right quantity of **LOW SUDS AUTOMATIC DETERGENT?** Select a rinse programme and flush the machine through.
It makes a noise or vibrates during spin	Your Automatic will make some noises, especially while spinning. **If vibration is excessive, check that you have removed the transit packing. See Installation Instructions.** Small loads of heavy or bulky items (towels, bath mats, jeans, etc) can cause out of balance conditions but the machine will usually sort itself out. **Check also that your machine is resting firmly on the floor.** See Installation Instructions regarding levelling of the machine. Note: Rattling and scraping noises are not normal and may need attention!
It won't pump out 'E' shows in the display	**Has the drain hose been installed correctly? (See the Installation Instruction.) Is the hose kinked?** If you have connected to a sink waste spigot, **is the spigot blocked?**

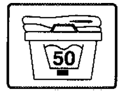
If you think you have a problem . . .

Look at this list, then check the adjacent suggestions. They may give you the answer to your problem, without having to telephone your Hotpoint Service Office.

If you cannot solve the problem, follow the advice given on page 23.

Problem	Check these things first
Powder dispenser drawer won't close properly	Ensure flap is fitted correctly. See page 19. Make sure the flap is fitted correctly. Is the drawer jammed with detergent?
It won't fill or take in the detergent	**Are the taps turned on fully?** **Are the fill hoses kinked behind the machine?** Have you got the hoses connected correctly. See page 2. Have you selected the programme correctly and pulled out the selector knob to start the machine? If you are using a liquid detergent dispenser – did you put powder in the liquid detergent by mistake?
It's leaking	**Are the fill hoses tightened correctly? –** Perhaps the washers are not sealed properly. **Is your standpipe blocked?** **Is your household drainage system blocked?** If you cannot clear the blockage yourself, you will need a plumber. **Removal of the hooked end support may cause a leakage.**
It won't start	**Is the machine plugged in and switched on at the mains?** **Does the Programme Display show the right programme?** **Has the 'On/Off' button been pressed?** **Has the 'Start' button been pressed?** **Is the door shut properly?** **Are both the hot and cold taps turned on?** **Are either of the fill hoses kinked?** If so, unkink them. **Is the mains socket OK?** (Try another appliance in it.) **Has the fuse blown?** (Try a new fuse of the correct rating.)

Load your machine



Don't overload your machine.
Clothes won't wash properly and damage may be caused to your machine and garments. See page 7 for maximum wash loads.

Typical Weights
To help you wash the correct quantity of clothes, the chart below lists typical clothes weights.

Clothes		Weight	
Blouse	Cotton	150g	5oz
	Other	100g	3½oz
Dress	Cotton	500g	1lb 2oz
	Other	350g	12oz
Jeans		700g	1lb 8oz
10 Nappies		1000g	2lb 3oz
Shirt	Cotton	300g	10½oz
	Other	200g	7oz
T-Shirt		125g	4½oz
Household items			
Duvet Cover (Double)	Cotton	1500g	3lb 5oz
	Other	1000g	2lb 3oz
Large Tablecloth		700g	1lb 8oz
Small Tablecloth		250g	9oz
Tea Towel		100g	3½oz
Bath Towel		700g	1lb 8oz
Hand Towel		350g	12oz
Double Sheet		500g	1lb 2oz
Single Sheet		350g	12oz

Additional tips:
- Blankets, double bedspreads and other bulky articles should be washed one at a time.
- To load a blanket, hold it by the centre and allow the corners to drop down.
  Feed it into the machine centre first.
- Highly absorbent loads such as towels and nappies should be limited to 3kg (7lb) per load to ensure adequate rinsing.
- Place small items in a washbag.
- Check the wash symbol on items such as T-Shirts. They may require a cool wash eg. 

.
- **Whenever possible wash a full load of clothes to obtain maximum cost and time efficiency.**

Washing Detergent

Which one to use?
Use any low suds automatic powder. Non-automatic powders reduce wash performance and can cause overfoaming.

Your machine has been specially developed to take advantage of biological powders. Hotpoint recommends Biological Persil Automatic.

How much to use
It is important to use the correct quantity in soft or hard water areas; too little won't get the clothes clean, and too much is a waste.
In soft water you will not need to use the total quantity supplied in the trial sample packed in the drum.

Quantities indicated below apply to Persil Original Automatic Powder.

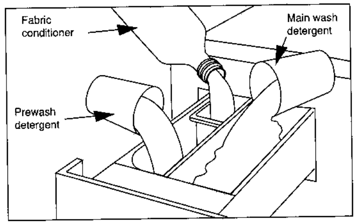
For other detergents refer to the packet.

The Aquarius range of washing machines have been designed to use less detergent and water. The table below will give you a guide which if necessary you can amend in the light of your own experience.

Detergent	Cottons **Hard water/ Soft water***	Synthetics **Hard water/ Soft water***	Woollens **Hard water/ Soft water***
Prewash	75/50 grams	75/50 grams	–
Full load	180/140 grams	110/80 grams	110/90 grams
Reduced load	120/80 grams	90/70 grams	90/70 grams

These doses are for normally soiled loads 1 cup = 265ml = approximately 160g.

*If you are unsure, check with your local water company.



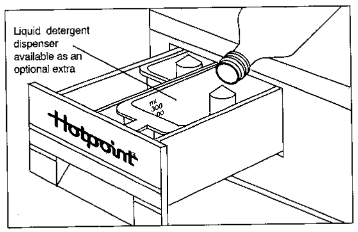
Where to put it
Pull-out the drawer on the left of the machine.
Powders or liquids which cannot be dispensed through the drawer should be used in detergent dispensers as recommended by the detergent manufacturer, whose instructions on use and quantities of detergents should be followed.

Concentrated detergents
Are now becoming more widely available. Follow the detergent manufacturer's guide regarding quantities to use.

Liquid detergent
To dispense all liquid detergents (which do not require their own dispenser) we recommend using the Hotpoint Liquid Detergent Dispenser (Part No. 9003) which is obtainable from your nearest Hotpoint Spares Centre (see back page) using the order form enclosed. Place the Liquid Detergent Dispenser in the right hand section of the dispenser drawer.

Remove any water remaining from the previous wash before adding liquid detergent and ensure that the syphon tube is firmly in position.

When using liquids in their own dispensers, follow manufacturer's instructions.

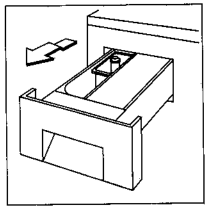


Caring for your machine

When programme has finished:
- press in the Programme Selector
- cancel any feature buttons.

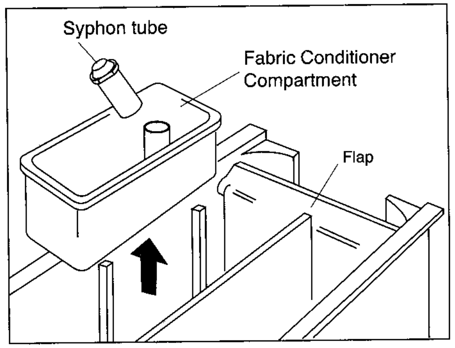
After each wash:
- open door, remove clothes and rotate drum to check for small items left behind.
- remove dispenser drawer for cleaning.

To clean dispenser:
1. Pull out the drawer until it reaches its stop, then lift slightly and give it a sharp tug to remove it completely (see diagram).



2. Remove fabric conditioner compartment.
3. Pull off syphon tube and clean conditioner compartment.
4. Push syphon tube **firmly** back into place in the conditioner compartment.
5. Clean the dispenser drawer and dry thoroughly.
6. Replace the conditioner compartment in the dispenser drawer, with the syphon tube towards the back.
7. Check that the flap at the back is in place and pivots correctly.

To locate drawer into the machine, hold the top of the flap away from you until it locates under the top of the dispenser opening, then push the drawer back in firmly.



As necessary
Clean exterior surfaces with a damp cloth or silicon polish only.

Do not use abrasive cleaners, scouring agents, acids, chlorine bleach or metal polish to clean any part of the machine. This could damage it.

Yearly. We recommend you take out a Hotpoint Service Cover Plan with annual safety/maintenance check which ensures the machine is professionally serviced every year. Details are given at the end of this book.

Hotpoint strongly recommends that its machines are regularly checked for electrical and mechanical safety whether or not they are covered by a Hotpoint Service Cover Plan. This is to avoid such things as worn door gaskets or hoses which may cause a leak on a machine which could become dangerous if neglected.

NOTE: The hole in the door gasket is designed to let water drain into the drum.

temperatures, but with considerable savings in electricity.

If you wish, however, to have a shorter wash then you may either select the 'Light Wash' or 'Quick Wash' for lightly soiled loads, or the 'Normal Wash' for normal or 'Profile Wash' for heavily soiled loads.

Bleep Signals
At various times when using your machine you will hear a bleep or series of bleeps, the chart below describes what they mean.

Number of Bleeps	Reason
1	Acknowledges your command when you press a button at any time ie. machine bleeps every time you press a key before **or** after a start.
2	Tells you that a fault has occurred. (See Error Conditions.)
3	Tells you that the machine has finished.
5	Tells you that the machine is on Rinse Hold.

If you wish to suppress the Rinse Hold and End of Programme bleeps, simply press the Delay Hours button once before pressing Start.

If the door is not closed after a programme has been selected an audible warning will be given and 'door open' flashes until you close the door.

Error Conditions
When an error occurs during the machine's cycle an 'E' and an error code for a Service Engineer is shown in the display and the machine will automatically be emptied of water. At this point the machine will bleep twice and repeat every two seconds.

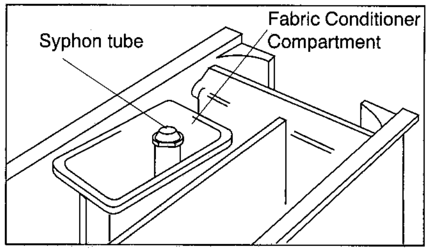
To re-set the machine press the On/Off button to switch it off, then press again to switch back on, re-select your programme and Optional Features and press Start.

If the error persists and you have gone through the Checklist on pages 20 to 22, then remove the washing and turn to page 23 'If it still won't work . . .'

WARNING: IT IS POSSIBLE FOR CHILDREN AND ANIMALS TO CLIMB INTO WASHING MACHINES AND INJURE THEMSELVES.

Fabric Conditioner
Hotpoint recommends Comfort. It will soften your washing, eliminate static cling from synthetics and make ironing easier. Add conditioner when adding your detergent. Use the quantity recommended on the bottle. Don't exceed the quantity.

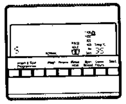
Remove the fabric conditioner compartment and tip out any water remaining in it before adding conditioner. Replace it as shown with the syphon tube towards the back. **Make sure the tube is firmly in place.**



Note: When using concentrated fabric conditioner, half fill the fabric conditioner compartment.

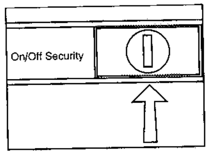
A Lockable Dispenser Drawer
Prevents young children from opening the drawer whilst the machine is running, or from hiding objects in the drawer.

WARNING: DO NOT PULL OUT THE DISPENSER DRAWER WHILE THE MACHINE IS OPERATING AS THERE MAY BE HOT WATER PASSING THROUGH IT.



Selecting your Programme

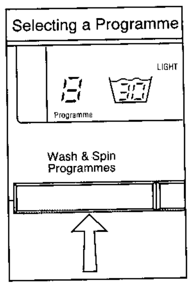
1. Switching On and Off, including security lock and Door Release Button.



To switch the machine on press the On/Off Security button '0' ⌂, plus On will appear in the Display Panel. You can then go ahead and select a programme.

When you are happy with your choice of programme you can lock the On/Off button, to prevent the machine being accidentally switched off, and the Door Release Button. To do this insert a coin into the slot and turn through 90° anti-clockwise. You do **not** have to lock these buttons. They are features which have been provided for those who may wish to use them.

2. Selecting a Programme



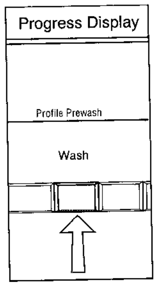
Press and hold in the Wash and Spin Programme Selector button and you will hear a bleep, and you will see QW 'QUICK WASH', appear in the display followed by MW 'MIXED WASH', Programmes '1-9', 'RINSE AND DELICATE SPIN' 800, '3 RINSES AND SUPER SPIN' 1200, 'SUPER SPIN' 1200, 'FAST SPIN' 900 and 'DELICATE SPIN' 800, appearing in sequence at approximately half second intervals. This sequence will keep recycling as long as the Programme Selector button is pressed in. If you overshoot the programme you require, or make a mistake selecting your programme, press in the Wash and Spin Programme Selector and the programme selection cycle will start again.

As the sequence progresses you will notice that the temperature shown on the display changes to coincide with the various wash programmes.

NOTE: Wash temperature only is displayed, not Prewash. The Wash temperature displayed initially is for a normal Wash. For optional Wash temperatures continue to press the Wash button. See page 13.

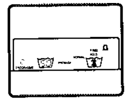
To select a programme, according to the clothes label guide (see page 7), wait until the required programme is displayed and then release the Programme Selector button.

WARNING: DO NOT ATTEMPT TO OPEN THE DOOR ONCE THE DRUM HAS STARTED TO MOVE.



3. Selecting a wash option

After you have chosen your wash programme, select the Wash option you require. To do this press the Wash button. You will hear a bleep and the display will sequence through Normal, Profile, Light, Normal Prewash, and Profile Prewash returning to Normal at approximately one second intervals, recycling as long as the button is pressed in. Wait until the appropriate option is displayed and then release the button.



The machine at work

Your Aquarius washing machine has been designed to use the minimum amount of water for economy, do not worry if you notice less water in the drum than your previous machine.

What's it doing?

During use you will be aware that your machine will be making some noise and will stop at various intervals during the programme. This is normal.

During the wash the machine will:

1. **Fill** with water, tumbling to mix the detergent.
2. **Heat** to temperature, with the occasional tumble. This may take some time, so don't be worried if it appears to have stopped working.
3. **Wash** the clothes by tumbling, stopping and reverse tumbling.
4. **Cool rinse.** On programmes 3, 4, 6 and 8, the first rinse has a stepped 'cool down' feature by which cold water is added to the hot wash water to gradually reduce its temperature and prevent shock creasing of the washing.
5. **Dispense fabric conditioner.** If added, this is dispensed on the final rinse.
6. **Rinse Hold.** If selected, the machine will retain the final rinse water and tumble every minute, the Rinse Hold light will flash and you will hear five bleeps. To continue, press the Rinse Hold button.

WARNING: DO NOT TOUCH THE GLASS DOOR WHEN THE MACHINE IS IN OPERATION AS THIS AREA CAN BECOME HOT.

7. **Spins.** Each rinse is followed by a series of spins to remove rinse water and minimise creasing, so don't worry when you hear changes in spin speeds.
8. **Tumble.** After the final spin there is a short tumble period to loosen the clothes.
   NOTE: This will not occur after a Quick Wash.
9. **End.** At the end of the programme the machine will bleep three times at one minute intervals to let you know that it has finished. The Programme Display will show



How long can programmes take?

It depends on many things for example:

1. Water flow rate.
2. Temperature of incoming water.
3. Time taken for machine to heat up the water.
4. Wash option and features selected.
5. Type and weight of clothes load.

The following are approximate programme times:

	Wash option		
	Normal	**Profile**	**Light**
Quick Wash	–	–	35
Mixed Wash	240	–	–
[1] [9]	110	140	75
[2] [3]	90	100	50
[4]	85	90	45
[5] [6] [8]	60	75	40
[7]	55	60	50

Prewash adds 30 minutes.

Reduce Rinse saves 5-10 minutes.

The time taken for Profile Wash Programmes is longer than the Normal Wash Programmes. This is deliberately designed to allow you to obtain the best washing performance at the lower 'profiled' wash

selected time will flash on and off. As the delay period progresses the display will decrease in hours to show the time left to the end of the programme.

NOTE: If delay time is selected that is shorter than the selected programme (see page 17 for programme times), then the machine will start the wash programme as soon as the Start button is pressed. Use of the Time Delay will suppress the bleep signals for Rinse Hold and End of Programme.

Starting the Machine

When you are satisfied that you have selected the required programme and optional features, start the machine by pressing the green Start button.

If you realise that you have forgotten to add an item of clothing immediately after pressing Start you can open the door, add the item(s), close the door, and the programme will recommence.

If you realise that you have made an incorrect programme selection, press the On/Off button, off, then on again and reselect your programme.

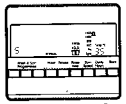
If you do not select a Wash option after you have chosen your wash programme then the machine will automatically select the 'NORMAL' option.

NOTE: The machine will automatically select NORMAL Wash option for Mixed Wash and Light Wash option for Quick Wash.

A guideline on which Wash option to choose for the **type** and **level** of soiling is given below.

Wash option	Type of Soiling
Normal	– use for everyday items which are normally soiled
Profile	– use for items which are heavily soiled eg. overalls; items stained with blood/oil/grease/gravy/coffee/tea/chocolate etc. The performance of this slightly longer low temperature, energy saving option is particularly enhanced when used with Biological Persil.
Light	– for lightly soiled items only.
Normal Prewash	– use with Normal wash programme at Normal wash temperatures.
Profile Prewash	– use with the Profile wash programmes using lower wash temperatures.

Additional Wash Features

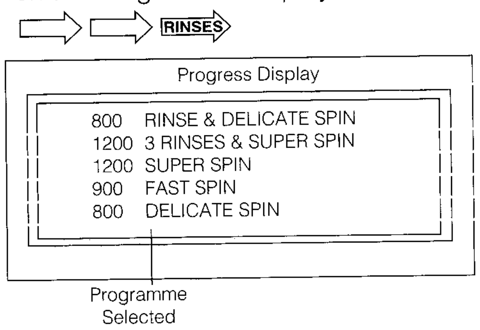


Prewash
After switching the machine on press the Wash button once only to select Prewash, press start to commence the wash. An 800rpm spin is automatically selected.
Use Prewash for heavily soiled loads before selecting an appropriate wash programme.

Quick Wash QW
For freshening up those lightly soiled 'daily' items such as underwear, blouses and shirts. Load size should be limited to a maximum of 0.9kg (2lb). This programme will give a 40°C wash, rinse and delicate spin.

Mixed Wash MW
If you have a mixed load of both natural and delicate fabrics it can be washed safely together on the Mixed Wash programme. Only silks, woollens and any article you doubt would be colourfast, need to be washed separately.
Load size should not exceed 3kg (6.5lb) and deep dye items eg. towels, which although marked colourfast, should be excluded as the long period of soak may cause colour to run onto other garments.
The advantage of this programme is that it is very economical because of its low temperature, 40°C and long soak, for 4 hours. It gives excellent results if you are using a low suds biological detergent. For best results we recommend Biological Persil Automatic.
Should you wish to shorten the soaking time switch off the machine by pressing the On/Off button. This will cancel the programme. To restart the machine press the On/Off button again, and select the Delicate spin programme, followed by 'Rinse and Delicate spin', repeat if you require extra rinses.

Rinse and Spin Only Programmes
You can use your machine for rinsing and spinning or spinning only. Details of the 5 Rinse and Spin Programmes are given on page 7. The selected programme, stage of programme and spin speed selected/attained is shown on the Programme Display.

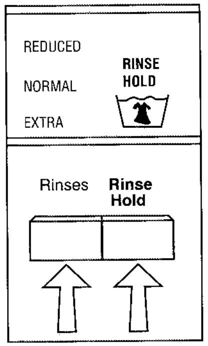


Only one of the above programmes will appear in the display each time a spin programme is selected.
When rinsing and/or spinning remember to:

1. Switch on the power supply to the machine.
2. Remember to turn on the cold water if you are rinsing.
3. Open the door and load the items singly. Do not fill the drum more than half full.
4. Close the door firmly to engage safety latch with a click.
5. Select required Rinse and/or Spin Programme. (See page 7.)
6. Lock the On/Off Security button.
7. Press Start.

NOTES:
Woollens and other 'Hand Wash Only' items should only be spin dried, but with all other washable fabrics it is advantageous to give them a rinse as well.

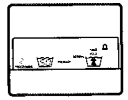
The spin can be stopped at any time by releasing the On/Off button.



You select Rinses and Rinse Hold by pressing the buttons on the Control Panel marked Rinses and Rinse Hold as above. Select and press in the appropriate button. You will hear a bleep and the display will show that the option has been selected. To cancel Rinse option press the button until the rinse option you require appears in the display. To cancel Rinse Hold press the button again so that the option disappears from the display.

Rinse option
Normal rinses will automatically be provided on the selection of a wash programme. By pressing the Rinses button once a rinse can be removed; by pressing the button twice, an extra rinse, to the normal quantity, can be selected. Select an additional rinse with profile washes and for those with sensitive skins. Delete a rinse if you are washing a small quantity of clothes.

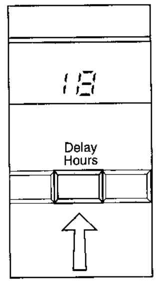
NOTE: Rinse Options will not operate on Quick Wash and Programme 7.



Rinse Hold
When Rinse Hold is selected the machine stops during the final rinse, holding the washing immersed in water until you are ready to spin dry. This minimises creasing on synthetic fabrics.
During the Rinse Hold period, the Rinse Hold light will flash and the machine will continue to give a gentle tumble every minute, followed by five bleeps to remind you that it is on Rinse Hold. (The bleeps will not sound if Time Delay has been selected.)

NOTE: Rinse Hold can be selected at any time before or after a programme is started but before the final spin. It cannot be used on spin only and wool programmes.

Delay Hours



This feature can be used to delay the time (up to a period of 18 hours) when you want any of the wash programmes to **finish**.
To use the Delay Hours press the Delay Hours button once, the buzzer goes off, the bell symbol disappears; press the Delay Hours button twice, and the display will show ' 1 '. If the button is held in, the display will then increment from ' 1 ' to ' 18 ' and keep repeating until you release the button, thus setting the time delay you require. Press the Start button and the